

# Vodafone Recovery Policy

## For business customers



Vodafone has a process for handling Equipment failure called 'Recovery'.

This is a user-focussed service for Vodafone's business customers which aims to service standard mobile equipment provided by Vodafone to Customer.

### Technical Helpdesk

Customers must report defective equipment to Vodafone's Technical Helpdesk who will carry out repair avoidance diagnostics.

Once the Technical Helpdesk has verified that the equipment is defective they will arrange for the equipment to be either replaced with a refurbished device or repaired. Where equipment is not reported to the Technical Help Desk, and is subsequently found not to be defective, Vodafone shall be entitled to charge a 'no fault found' fee of £30.

### Recovery Models

At the date of this policy there are four levels of Recovery service - Gold, Standard, Unsupported, and Mobile, which are equipment model dependent. Old or obscure Equipment cannot be serviced at the same level as more recent, popular models; however, such models are not excluded from the process entirely. The back-up service and facilities available determine the category into which a model falls.

- **Gold Recovery** - Equipment reported as faulty before 18.00pm is replaced the following working day before 18.00pm on 98% of occasions.
- **Standard Recovery** - If equipment is reported as faulty before 18.00pm, a postal repair pack is despatched by Royal Mail to Customer. Customer must place the defective equipment inside the postal repair pack and return the Equipment to the central repair centre. Devices are normally repaired within 3 working days and then returned to Customer.
- **Unsupported Recovery** - If equipment is not supported by Vodafone's Recovery program Vodafone will be unable to repair or replace such equipment. In the case of unsupported equipment, Vodafone would recommend that customer upgrades the equipment.
- **Mobile Recovery** - For fully installed mobiles, recovery is supplied via Vodafone's Recovery Service. Engineers will attend the user's vehicle at a convenient location and either repair or replace the equipment. Logistical constraints mean that we are unable to offer Gold Recovery on fully installed mobiles.

### Financing Recovery

Recovery is financed by one of three methods:

- **Manufacturer's Warranty** - offering a free repair/recovery for the length of the manufacturer's documented warranty period.
- **Fixed Price Repair Charge** - repair/recovery out of warranty equipment is chargeable. Vodafone's charging structure is detailed in the Enterprise Device Price List which is available upon request and updated on a monthly basis.
- **Insurance** - Insurance charges apply.

For measurement purposes, at all levels of Recovery, calls received after 18.00pm are carried forward into the next working day's collection schedule.

### Warranties

Vodafone has arranged with most manufacturers for them to extend their warranties to 24 months. However, certain manufacturers have a 12 month warranty. Warranty duration for specific devices shall be detailed in Vodafone's product catalogue which is made available upon request.

All accessories have a 12 month warranty. The warranty of in-box accessories (e.g. mains charger, battery, and portable hands-free kits) is limited to 12 months.

Please note that these extended warranties apply to equipment supplied by Vodafone only.

The warranty is offered by the manufacturer and administered on their behalf by Vodafone. If Customer can prove when it acquired the device in its fleet and the particular warranty offered by the manufacturer, then Vodafone will usually be able to take over the administration for those remaining devices.